

# Industry Innovation and Science **Work Well Strategy 2017-20**

*If we're not talking about it, we're thinking about it.*

## OUR VISION

*The Work Well Strategy 2017-2020 will increase maturity towards better understanding the nature and importance of physical and psychological wellbeing by advocating and educating on wellbeing issues and initiatives, to foster an inclusive and engaged workplace culture. Work Well will promote a healthy workforce, empower managers and employees, increase capability and confidence, maintain safe systems of work and proactively support the wellbeing of our employees. The Strategy is incorporated under 'Collaborative, Innovative and Safe Environment', one of the six pillars in the department's People Plan 2017-2020 to achieving a high performance organisation.*

*Work Well focuses on health, wellbeing and safety initiatives in 4 key areas—'Managing Work and Life', 'Employee Health and Wellbeing', 'Relationships and Culture', and 'Workplace Safety and Responsibility'.*

### Managing work and life

#### What is it?

Focusing on the way work is organised and its relationship with the health and wellbeing of employees.

#### What does it look like?

- Work Well's—'Manage Well'
- Work Well's—'Learn Well'
- My Plan performance management framework
- proactively supporting employees
- improved information and resources for maintaining staff health and wellbeing
- myth-busting information on managing staff wellbeing
- coaching and mentoring for managers
- increasing confidence and capability to 'having the difficult conversation'
- managing unscheduled absences
- Flexible Workplace options
- case management support and expertise.

### Employee health

#### What is it?

Harnessing individual wellbeing, personal responsibility and supporting colleagues.

#### What does it look like?

- Work Well's—'Be Well'
- Work Well's—'Learn Well'
- online toolkit for employees with advice and links to staying healthy
- mindfulness resources and applications for mobile devices
- early intervention strategies to manage injuries
- rehabilitation support
- reasonable adjustments
- Employee Assistance Program (EAP) and facilitated wellbeing seminars
- Mental Health First Aid training and awareness
- First Aid, Health and Safety and Workplace Contact Officers (WCO).

### Relationships and culture

#### What is it?

Enhancing workplace inclusiveness and engagement; recognising employee involvement in social and community aspects.

#### What does it look like?

- Work Well's—'Advocate Well'
- Work Well's—'Learn Well'
- increased engagement in wellbeing initiatives and events
- EAP awareness and usage
- a rolling calendar of programs, training and key events on wellbeing and Workplace Health & Safety (WH&S)
- links to related programs and options (including, diversity, flexibility, FITTER, social groups, flu vaccinations, allowances, learning opportunities and recruitment practices)
- Psychosocial Risk Assessments
- Wellbeing and Inclusion Networks.

### Workplace safety and responsibility

#### What is it?

Managing the overall safety of the physical and psychological work environment.

#### What does it look like?

- Work Well's—'Manage Well'
- Work Well's—'Learn Well'
- WH&S management system
- officer's due diligence
- WCO network re-training and re-refresh
- updated grievance processes
- injury prevention and management
- online incident and hazard reporting
- new case management database
- health and wellbeing risk assessments
- Comcare WH&S management system audit
- Psychosocial Risk Assessments
- targeted Comcare awareness training on recognise risks, signs and inform on staff responsibilities.

## Measures of success



Increased engagement with health and wellbeing initiatives



Monitoring changes in unscheduled absences rates



Observing the number of informal over formal workplace grievance resolutions



Implementation of Early interventions



State of the Service and Employee Census results



Employee Assistance Program (EAP) usage and feedback



Maintaining a moderate to optimal psychosocial climate score

